

**FEATURING BEST PRACTICES  
OF STATE AGENCIES AND INSTITUTIONS OF THE  
COMMONWEALTH OF VIRGINIA**

**Motor Vehicle Dealer Board  
Enforcement/Education  
Education First**

**Motor Vehicle Dealer Board  
implemented this best practice  
in January 1996**

*Qualifying under the  
Best Practices catalogue*

None given

- 1 ? Establish Direction
- 12 ? Determine requirements
- 121 ? Evaluate current performance

**Best Practice Summary  
(how it works, how you measure it)**

As a regulatory agency, we are charged with the enforcement of the Motor Vehicle Dealer Laws. With the inception of the Board, the approach has been education as a first step toward enforcement. Education programs have been implemented over time to include: Field inspections are done as educational visits; bimonthly newsletter to all dealers with tips, reminders and news, call and write to dealers on first advertising violations in order to educate; toll free telephone number and e-mail address to make it easier for dealers to contact us with questions; establish WEB site with pertinent information and conduct seminars on an as-needed basis in different parts of the state.

**Impact on the Process Organizational Performance (OUTCOMES)**

Baseline data was not available when we began these educational efforts. Feedback and subjective data indicate that dealers are responding to this approach.

## **Best Practice Qualification**

We do not believe that other regulatory agencies have adopted an "education first" philosophy. Being a self funded agency (we operate strictly on licensing fees collected) helps in this regard. We have combined new and old technology in our comprehensive efforts.

## **For Additional Information**

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